# CALIFORNIA EMERGENCY MANAGEMENT AGENCY (Cal EMA) DOMESTIC VIOLENCE ASSISTANCE PROGRAM PERFORMANCE ASSESSMENT / SITE VISIT REPORT

1. **GRANT AWARD NUMBER:** DV09201264 & DR09011264

2. DATE OF SITE VIST: March 15, 2010

**3. GRANT PERIOD:** July 1, 2009 - June 30, 2010

4. **RECIPIENT/IMPLEMENTING AGENCY:** Haven Women's Center of Stanislaus

5. PROJECT DIRECTOR: Belinda Rolicheck

#### PERSONS INTERVIEWED DURING SITE VISIT:

<u>NAME</u>	<u>TITL</u>	<u>E</u>	AGENC	<u>Y</u>	
Belinda Rolicheck	Executive Director Haven Women's Cen Stanislaus		enter of		
May Rico	Associate Director Haven Women's Cent Stanislaus		enter of		
Rachelle Currie-Bennett	Associate Directo			enter of	
Jennifer Walmer	Administrative Assistant Haven Wor		Haven Women's Ce Stanislaus	enter of	
Jackie Marroquin	Supportive Service Manager	ces Program	Haven Women's Ce Stanislaus	enter of	
Alma Armendariz	Case Management Coordinator		Haven Women's Center of Stanislaus		
Gail Duarte	Legal Advocate		Haven Women's Ce Stanislaus	enter of	
Signature of Program Specialist	Date	Signature of	Section Chief	Date	
Signature of Project Representati	tive Date				

ADMINISTRATIVE REVIEW	<u>YES</u>	<u>NO</u>	<u>N/A</u>
1. OPERATIONAL DOCUMENTS			
<ul> <li>Review hard copy/verify the ability to access on line:</li> <li>The Cal EMA Recipient Handbook (R.H.)</li> <li>The Approved Grant Award Agreement</li> <li>The RFA/RFP (supersedes the requirement of the R.H.)</li> <li>The Program Guidelines (supersedes the requirement of the R.H.)</li> <li>Is the project familiar with Office of Management and Budget, OMB Circulars which govern your organization? Circulars may be found at www.whitehouse.gov/omb/circulars.</li> </ul>			
Comments: I will send a hard copy of the 2009 Recipient Handbook to May Riccoversion.	o - She o	only has	s the online
2. FIDELTY BOND CERTIFICATE - COMMUNITY BASED ORGANIZATIONS ONLY	ZATION	(CBO	<u>) &amp;</u>
• Obtain copy of required Fidelity Bond Certificate? [R.H. Section 2161] Does not apply to state, city, or county units of government.	$\boxtimes$		
<ul> <li>Does the certificate show:</li> <li>Bonding company name</li> <li>Bond number</li> <li>Description of coverage</li> <li>Amount of coverage (50% of allocation)</li> <li>Bond period</li> <li>Grant award number</li> <li>Employee Dishonesty, Form A</li> <li>Forgery Coverage, Form B</li> <li>Is the State of California, California Emergency</li> <li>Management Agency named on the bond as the beneficiary?</li> </ul>			
Comments: Requested a copy of the fidelity bond to keep in office file and to ser Headquarters.	nd to Ca	l EMA	
3. ENVIRONMENTAL IMPACT – CEQA COMPLIANCE (R.H. Section	<u>2153)</u>		
• Does the project have their CEQA documentation on file?			
Comments: Requested a copy to keep in office file and send to Cal EMA Headq	uarters.		
4. PROOF OF AUTHORITY (R.H. Section 1350)			
<ul> <li>Does the project have a written authorization/resolution on file as required by the Grant Award Agreement? *Ask for copy</li> </ul>			

7/13/2010

A.

Comments: Requested a copy to keep in office file only.

	STRATIVE REVIEW	<u>YES</u>	<u>NO</u>	<u>N/A</u>
5. <u>ORG</u>	ANIZATIONAL CHART			
• Revie	ew the organizational chart. Are all budgeted positions fied?			
Comments	s: Verified org chart matched the positions paid for in grant award.			
	MA MODIFICATION (Cal EMA 2-223)			
(Cal I	w the purpose/preparation of Grant Award Modification EMA 2-223). [R. H. Section 7500] (Instruct the project staff or procedure to obtain the most recent forms from Cal EMA			
websi				
	dification is needed for the following:			
0	Budget changes			
0	Change in key personnel			
0	Adding/changing additional signers			
0	Change goals/objectives, or activities			
0	Address change Other			
_	s: A.D. May Rico advised that the website would be changing for the p	orogram	and wa	nted
	ey needed to do a 2-223 Modification. I told her I would look into it a	_		
• Does	the project staff have access to written personnel policies as			
-	red? [R. H. Section 2130]			ш
-				
0	blicies include:	$\square$		
J	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and			
0	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file	$\boxtimes$		
	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions			
0	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates			
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• Did th	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime ne Board approve the agency's current personnel policy?			
• Did th	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime			
o o o o o to Did the	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime ne Board approve the agency's current personnel policy?			
• Did the Comments  8. FUNC	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime The Board approve the agency's current personnel policy?  TIONAL TIMESHEETS	Action.		
<ul> <li>O</li> <li>O</li> <li>Did the comments</li> <li>8. FUNC</li> <li>Does</li> </ul>	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime The Board approve the agency's current personnel policy?  TIONAL TIMESHEETS  The project use functional timesheets for each grant funded			
<ul> <li>O</li> <li>O</li> <li>Did the comments</li> <li>EUNC</li> <li>Does position</li> </ul>	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime The Board approve the agency's current personnel policy?  TIONAL TIMESHEETS  The project use functional timesheets for each grant funded on less than 1 FTE? OR Time Study Allocation plan updated	Action.		
<ul> <li>O</li> <li>O</li> <li>Did the comments</li> <li>Eunc</li> <li>Does position within</li> </ul>	Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours Compensation rates Overtime The Board approve the agency's current personnel policy?  TIONAL TIMESHEETS  The project use functional timesheets for each grant funded	Action.		

ADMINISTRATIVE REVIEW	YES	NO	N/A
staff and supervisor)			
Comments: Reviewed Alma Armendariz and Emily Arteaga's files			
9. DUTIES OF FINANCIAL OFFICER AND BOOKKEEPER			
• Are the duties of the financial officer and the bookkeeper separate to ensure no one person has complete authority over a financial transaction?			
<ul> <li>Name of individual who approves purchases.</li> <li>Belinda Rolicheck</li> </ul>			
<ul> <li>Name of individual who writes checks.</li> </ul>			
Coded invoices are submitted to the Accounting firm Clendinin Bird & Co, PC does payroll; Bills & Accounts Receivable under			
\$500.00 (Belinda Rolicheck); any amt over \$500.00 requires a			
second signature by a Board member.  O Name of individual(s) who signs checks.			
Belinda Rolicheck; May Rico and Rachelle Currie-Bennett are			
authorized to sign in Belinda Rolicheck's absence.			
Comments: General billing and payroll are separate. Payroll is taken care of b	y an accou	nting f	irm.
10. SOURCE DOCUMENTATION-Fiscal [R. H. Section 11000]			
<ul> <li>Does the project maintain a record-keeping system which will accurately support costs claimed on Report of Expenditure and Request for Funds (Cal EMA Form 2-201)?</li> </ul>			
<ul> <li>Does the project maintain an accurate inventory log of equipment</li> </ul>			
purchased with grant funds?			
Comments: Expenditures are tracked using QuickBooks and Excel. Direct cos	t (QB); Ind	irect co	ost (Excel
& then journal entry into QB).			
11. PROJECT EXPENDITURES			
• Is the project's expenditure rate commensurate with the elapsed period of the grant?	$\boxtimes$		
<ul> <li>Are the project's expenditures being made in accordance with the terms of the Grant Award Agreement?</li> </ul>			
<ul> <li>Does the project need to submit a Grant Award Modification</li> </ul>		$\boxtimes$	
Request (Cal EMA Form 2-223)?  • Is the project up-to-date with the submission of Cal EMA Form	$\boxtimes$		
2-201?		Ш	$\Box$

Comments: E.D. & A.D. inquired about the status of their VOCA Match Waiver - Will look into and get back to them asap.

#### 12. MATCH REQUIREMENTS

4.	ADMINISTRATIVE REVIEW	<b>YES</b>	NO	<u>N/A</u>	
	<ul> <li>Does the project have a match requirement?</li> <li>Is the project meeting the match requirement?</li> <li>Review the supporting documentation to substantiate cash or in-kind match.</li> </ul>				
	Comments: Match is made using in-kind and cash. Reviewed a volunteer timesheet to ensure match is being tracked properly. Total match expended (Personnel) as of $1/10$ , in-kind = \$15,403, cash = 16,066. Total match expended (Operating) as of $1/10 = $12,147$ (CSP-1 funds). Cash Match total for federal funding original grant = \$25,610. In-Kind Match total for federal funds in original grant = \$22,654.				
	13. EEO POLICY				
	• Go over EEO checklist. (Separate document)	$\boxtimes$			
	Comments: See attached EEO Checklist				

B.	PROGRAMMATIC REVIEW	<u>YES</u>	NO	<u>N/A</u>
GEN	NERAL			
	1. PROGRAM GOALS AND OBJECTIVES			
	• Review the goals and objectives of the program and the programmatic requirements of the Grant Award Agreement. Is the project meeting the program goals and objectives?			
	<ul> <li>Does the project staff need to submit Cal EMA Form 2-223 to modify their grant objectives?</li> </ul>			
	Comments:			
	2. PROGRESS REPORT			
	• Discuss and review the programmatic Progress Report requirements.	$\boxtimes$		
	Comments:			
	3. SOURCE DOCUMENTATION – Programmatic			
	• Is the project maintaining a record keeping and data collection process that will accurately support the project's reported data on the Progress Report form?			
	• Review the project's file system and data collection process.			
	Comments: At this time they're using a database called STARS but are in the production database. The purchase is reflected in Modification #2.	cocess of 1	ourchas	sing a new
	4. OPERATIONAL AGREEMENTS			
	• Does the project have current Operational Agreements as required by the Grant Award Agreement (three years in length)?			
	Comments: I informed them of the new requirements regarding the three year leprocess of having their OA's revised even before I advised them of the change.	ength and	they're	e in the
	5. PROJECT STAFF DUTIES			
	• Interview project staff and discuss their duties and the relationship to the grant. Are employees performing duties as stated in the Grant Award Agreement?			
	Comments: I also interviewed the following individuals: Miranda Stiers (Preverand Lourdes Madrigal (Counseling Coordinator).	ntion Prog	gram M	Ianager)

<b>C.</b>	SUBLEMENTAL PROGRAMMATIC REVIEW	<u>YES</u>	<u>NO</u>	<u>N/A</u>	
DIRI	ECT SERVICES				
	<ul> <li>1. Maintain 24-hour crisis hotline</li> <li>Crisis line staffed 24 hours a day, 7 days a week.</li> <li>Documentation procedures ensure accurate statistical data on progress</li> </ul>	$\boxtimes$			
	report (PR).  • Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.				
	Comments:				
	<ul> <li>2. Counseling to adult DV victims</li> <li>Free individual and group counseling provided to adult DV victims.</li> <li>If counseling referred, OA on file with service providers.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments:				
	<ul> <li>3. Business Center</li> <li>Business center open during routine business hours.</li> <li>Staff coverage provided during lunchtime and staff meetings.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments:				
	<ul> <li>4. Emergency Shelter</li> <li>Physical shelter exists</li> <li>Emergency shelter provided to DV victims and their children 24 hours per day.</li> <li>Victims and children with disabilities accommodated.</li> </ul>				
	<ul> <li>Children's services provided.</li> <li>Accommodations for schooling made while children are in shelter.</li> <li>Written protocol for reporting suspected child abuse in place.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments:				
	<ul><li>5. Emergency food and/or clothing</li><li>Emergency food and/or clothing provided to DV victims and their children.</li></ul>	$\boxtimes$			

SUBLEMENTAL PROGRAMMATIC REVIEW	<u>YES</u>	<u>NO</u>	<u>N/A</u>	
• If emergency food and/or clothing is referred, OA on file with service				
<ul><li>providers.</li><li>Documentation procedures ensure accurate statistical data on PR.</li></ul>	$\boxtimes$			
<ul> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
Comments:				
<b>6.</b> 24 hour emergency response to Law Enforcement (LE)				
• Written protocol in place to address LE referrals.	$\boxtimes$			
• Current OA on file with local LE.	$\boxtimes$	Ц		
• Documentation procedures ensure accurate statistical data on PR.		Н		
<ul> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
Comments:				
7. 24 hour response to hospital emergency rooms				
• Written protocol in place to address emergency room referrals.				
• Current OA on file with local emergency rooms.				
• Documentation procedures ensure accurate statistical data on PR.	$\boxtimes$	Ц		
<ul> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>	$\boxtimes$			
Comments:				
<b>8.</b> 24 hour transportation to shelter or other safe location		_	_	
• Emergency transportation provided 24/1 to shelter to other safe	$\boxtimes$			
location.	$\boxtimes$			
Documentation procedures ensure accurate statistical data on PR.     Mosting objective as proposed in Grent Award Agreement/Col EMA			H	
<ul> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>			Ш	
Comments:				
9. Counseling to children of DV victims				
• Free, age-appropriate counseling provided to children of DV victims.				
• If counseling is referred, OA on file with service providers.			$\bowtie$	
• Documentation procedures ensure accurate statistical data on PR.				
<ul> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>	$\bowtie$			
Comments:				
10. Court and Social Service Advocacy for DV victims				
• Victim advocacy to social services agencies provided	$\square$			

C.	SUBLEMENTAL PROGRAMMATIC REVIEW	<u>YES</u>	NO	<u>N/A</u>	
	<ul> <li>Court accompaniment provided.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments:				
	<ul><li>11. Legal Assistance</li><li>Legal assistance with TRO's and other protective and/or custody orders.</li></ul>	$\boxtimes$			
	<ul> <li>If legal assistance is referred, OA on file with service providers.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments:				
	<ul> <li>12. Local community services</li> <li>Involvement in local DV Council or other collaborative partnerships.</li> <li>Referrals made to other agencies in the DV services network.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments: They're involved with the DV Coordinator Council, Local Family Multidisciplinary Interview Committee, County Death Review Team.	Justice Ce	nter, Pl	anning	
	<ul> <li>13. Household establishment</li> <li>DV victims receive assistance establishing a new residence.</li> <li>If household establishment assistance is referred, OA on file with service providers.</li> <li>Documentation procedures ensure accurate statistical data on PR.</li> <li>Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101.</li> </ul>				
	Comments:				
<u>40-H</u>	OUR TRAINING				
	1. Can the project ensure advocates working with victims meet the requirements of a "domestic violence counselor" pursuant to Evidence Code §1037.1(a)(1)?				
	Comments: Reviewed several employee and volunteer files to ensure training	needs are r	net.		
	2. Does the project have a current Training Summary/Training Syllabus which meets the requirements of Training Curriculum	$\boxtimes$			

•	SUBLEMENTAL PROGRAMMATIC REVIEW	<u>YES</u>	<u>NO</u>	<u>N/A</u>	
	Resource and Development Guide?				
	Comments: Reviewed the Training Summary/Training Syllabus myself.				
DDI	TIONAL REQUIREMENTS				
	1. Do the written policies pertaining to the provision of all services are inclusive of all domestic violence victims and their children per the RFA.				
	Comments:				
	2. Does the project provide alternative shelter and other services through motel vouchers and referrals, to the best of their abilities, to all victims of domestic violence served through this program per the RFA?				
	Comments:				
	<b>3.</b> Does the project have a children's program in their shelter facility per the RFA?				
	Comments: Kids Count				
	<b>4.</b> Does the project make arrangements for school aged children to continue their education during their stay at the shelter per the RFA?	$\boxtimes$			
	Comments:				
	<b>5.</b> Does the project have a documented for the handling and storage of confidential client information per the RFA?				
	Comments:				
	<b>6.</b> Does the project have adequate policy and procedures, approved by the Board of Directors, to protect the agency from legal liability, including:				
	<ul> <li>Up to date bylaws which specify minimum/maximum number of, and formal process for selecting, members of the Board of Directors;</li> </ul>				
	<ul> <li>Up to date personnel policies which include grievance procedures, leave policies, work hour and benefit policies, regular staff evaluations, and policies for setting salaries and increases.</li> </ul>				

Comments: There are 11 Board of Directors that serve in a volunteer capacity for Haven Women's Center of Stanislaus.

C	SURI FMI	INTAL PRO	CRAMMA	TIC REVIEW
<b>.</b> .	SUDIADIVI	VINIAL PRU	ДТКАIVIIVIA	III. Kr, v ir, vv

YES NO N/A

**NOTES**:

## California Emergency Management Agency EEO CHECKLIST - B

#### For Federally Funded CBOs and All State Funded Recipients (Monitoring/Site Visits)

**RECIPIENT(s):** Haven Women's Center of Stanislaus

**IMPLEMENTING AGENCY:** Haven Women's Center of Stanislaus

**GRANT AWARD #(s):** DV09 20 1264

**FEDERAL \$:** 193,056

**STATE \$:** 187,276

**CONTACT PERSON AT SITE:** Belinda Rolicheck

**TELEPHONE #:** 209.524.4331

**E-MAIL ADDRESS:** brolicheck@havenwomenscenter.org

State funded recipients, Community Based Organizations (CBOs), Indian Tribes and Educational/Medical Institutions are exempt from the U.S. Department of Justice requirement of developing an EEOP. CBOs however are monitored by the U.S. Department of Health and Human Services in EEO compliance matters.

All California Emergency Management Agency (CalEMA) recipients, regardless of the type of entity or the amount awarded, are subject to the prohibitions against discrimination in any program or activity and may be required by CalEMA or the U.S. Department of Justice, through selected compliance reviews, to submit data to ensure their services are delivered in an equitable manner to all segments of the service population and their employment practices comply with civil rights requirements.

The following is to assure that CalEMA recipients receiving State and Federal financial assistance are in compliance with civil rights requirements. Please verify that the following EEO documents are available at the site/monitoring visit. If they are not available, please note on this checklist and forward to the EEO Office.

#### California Emergency Management Agency

### EEO CHECKLIST - B

	1.	EEO POLICY - A current Equal Employment Opportunity Policy Statement. The statement should specifically state that the agency is an equal opportunity employer and does not discriminate on the basis of race, color, religious creed, ancestry, national origin, age, sex (including pregnancy, childbirth or related medical conditions), marital status, sexual orientation (heterosexuality, homosexuality and bisexuality), medical condition (cancer and genetic characteristics), or disability (medical and physical, including HIV and AIDS), and denial of family medical care leave and pregnancy leave. Additionally, this policy must also apply to deliveries of services to clients and volunteers. This policy must be posted in a prominent place accessible to employees, applicants and clients.  YES (Request a copy of the policy and indicate if has been issued to staff.)  NO (Provide attachment 1B)
	2.	SEXUAL HARASSMENT POLICY - A current policy specifically stating all employees have a right to work in an environment free from all forms of
		discrimination, including sexual harassment, retaliation and hostile work
		environment. YES (Request a copy of the policy.)
		NO (Provide attachment 2B)
	3.	DISCRIMINATION COMPLAINT PROCEDURE - Has the recipient adopted a
	0.	discrimination complaint procedure for filing complaints, both for their employees,
		volunteers and clients? YES (Request a copy of the procedure.)
		NO (Provide attachment 3B)
		4. NONDISCRIMINATION POSTER - The CA Department of Fair Employment and
		Housing (DFEH) poster entitled "Harassment or Discrimination in Employment is Prohibited by Law" must be posted in a conspicuous location accessible to
		employees and applicants for employment.
		YES Both are current and located at the business center & shelter - I checked NO (Provide attachment 4A)
		5. PUBLICATIONS – Does the recruitment materials or publications include a
		policy statement of nondiscrimination for participants, beneficiaries, applicants, or
		employees? YES   (Request copy of document)
		NO [
		6. COORDINATOR - Has the recipient identified a person responsible for
	N	coordinating complaints?  IAME: Belinda Rolicheck
		TITLE: Executive Director
	Р	PHONE: 209.524.4331 E-MAIL: brolicheck@havenwomenscenter.org
1		

## California Emergency Management Agency EEO CHECKLIST - B

		discrimination issued Federal/State admin	CRIMINATION – Has the agency had any findings of d in the last five years by the Agency, Federal/State Court, or istrative agency (i.e. Equal Employment Opportunity), California Department of Fair Employment and Housing
	8. ALLEGATIONS OF DISCRIMINATION – Has the agency been made aware of any current allegations of discrimination within the (last 2 years) originating from an employee, volunteer or client?  YES NO		
	9. DISSEMINATION of the Equal Employee Opportunity Plan and the Equal Employment Opportunity Policy - A plan to disseminate the EEO Plan and the EEO Policy to all employees, volunteers, clients and to the general public.  YES (Request a copy) NO (provide attachment 10A)		
	10. LIMITED ENGLISH PROFICIENCY (LEP)* – Has the recipient taken reasonable steps to ensure meaningful access to their programs, services, and information on the services the recipient provides, free of charge? Additionally, has the recipient established and implemented policies and procedures for language assistance services that provide LEP persons with meaningful access, i.e. oral interpretation services, bilingual staff, telephone interpreter lines, written language services, community volunteers, etc. YES □ (Request a copy) NO □ (provide attachment 11A)		
*Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient (LEP).			
I hereby certify this EEOP Checklist is accurate and complete to the best of my knowledge.			
	PROGI	RAM SPECIALIST NAME:	Joimeiko Coulbourn
PROGRAM SPECIALIST TELEPHONE: 916.32			916.324.9222
		DATE:	3/16/10

#### **COMMENTS**:

On Question #8 there was an allegation of discrimination in the last two years that resulted in a caucus, climate study being done as well as one on one interviews between the Executive Director and employees at Haven Women's Center of Stanislaus regarding the issue. As of this date (3/15/10) there have been no more complaints or allegations of discrimination and there seems to be an overall sense of unity with the staff. The allegations never rose to the level of formal EEO complaint with the EEOC or DFEH. I have attached a copy of the climate study for your review.

Upon completion, please send a copy of this checklist to Lisa Abila, EEO Compliance Officer, CalEMA Headquarters.